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ABSTRACT

This preliminary study of the region and its population, which was conducted in order to determine the best methods for the distribution of information, is based largely on 1971 census data and will require review and further analysis when the 1976 census data are available. A brief description of the region and the characteristics of the local government areas--three cities and two shires--is followed by discussions of the demographic factors surveyed: population growth, age--structure and distribution, marital status, religion, workforce participation, birthplace of population, major occupational categories, education, housing, and household formation. The discussion of each factor is keyed to a table displaying statistical data. Trends in information needs are discussed, and brief descriptions are provided of information agencies operating in the area as well as developments in cooperation and coordination among various community groups. Attached to the report are three papers on related topics: community information data collection, organization and retrieval of this data, and the delivery of information to the community. (JD)

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COMMUNITY INFORMATION SERVICES

A case-study based on the
Dandenong Valley Regional Library Service

A workshop for public librarians
held on Friday, 28th October 1977
in Monash University Library Conference Room

Graduate School of Librarianship
Continuing Education Program, 1977

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SURVEY OF THE COMMUNITY

BY

MAGDALENA FILAR TARLERSKI

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COMMUNITY INFORMATION SERVICE PROJECT
DANDENONG VALLEY REGIONAL LIBRARY SERVICE
1977

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The aim of this survey is to obtain a better understanding of the region and its population, in order to establish the best methods for the distribution of information. This survey is however, a preliminary one. Most of the data analysed here derives from the 1971 census, hence it will require review and further analysis and supplements when the data 1976 census is available.

DANDENONG VALLEY REGION (DVRLS AREA)

The region consists of five local government area (Cities of Springvale, Dandenong and Berwick and the Shires of Cranbourne and Pakenham). stretching from the north of Springvale to the east of Pakenham. Its area of 1,882.6sq.km. and inhabited by 186,432 people, displays a rich variety of terrain consisting of flat plains, hills and valleys as well as seaside and beaches.

The local government areas in this region vary greatly in size, and density of population. The smallest and most populated are the Cities of Dandenong and Springvale, followed by the City of Berwick. The Shires of Cranbourne and Pakenham are the largest in area and the most sparsely populated. (see Table 1)

The City if Dandenong is a residential and industrial area (48,441 pop.). It is a stragetic point for the region's agricultural and commercial traffic, It is a market town and there is no wonder that the region's major administration such as social welfare, education, transport, communication and employment are located here. Among its biggest industries are Yarra Falls Mills, Westminster Carpet Factory, International Harvester, H.J. Heinz and General Motors Holden.

The City of Springvale's (72,475 pop.) two major areas namely the substantial townships of Springvale and Noble Park, constitute one continuous area of concentrated urban and industrial development. The balance of the city is used largely for market gardening and dairy farming; however, it is undergoing rapid development for residential and industrial uses. Major industries include Rocla Pipes Ltd & Kelly and Lewis Ltd..

The City of Berwick (25,616 pop.) presents a socio-economic mixture of residential, urban, industrial and semi-rural areas. It's projected development includes a commercial and civic complex at Narre Warren.
The Shires of Cranbourne (24,968 pop.) and Pakenham (14.932 pop.) are predominantly rural areas. However, even here the population pressure is increasing the proportion of residential land in consequent reduction of the rural category.

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POPULATION DEMOGRAPHIC CHARACTERISTICS

POPULATION GROWTH (Table 2)

The figures from 1971 to 1976 (preliminary census) indicate a considerable increase in population in most of the five local government areas. The regional population has increased by 27,799 people, which is 5.09% average increase per annum. The most rapid growth in population has occurred in the Shire of Cranbourne (10.7% average increase per annum) and in the City of Berwick (5.12% per annum).

AGE, STRUCTURE AND DISTRIBUTION (Table 3-4)

An examination of the age structure of the population in the region reveals that there is a high population of children and young people under the age of 19 (40.50%)
An age breakdown by local government shows that differences exist between the component parts of the region. For example Berwick and Cranbourne have the highest under 20-39 age group, whereas Pakenham has the ageing population over 50 as the most numerous (Table 3)
The age structure of the Australian born population follows the patterns of the total regional population age structure. However the age structure of the population born overseas differs. It has a low population under 19, increasing and reaching its peak in the 20-39 age group (See Table 4)

MARITAL STATUS

When comparing the figures of the 1971 and 1976 census, indicating the marital status of the population for the cities of Berwick, Dandenong and Springvale, a slight increase of permanently separated and divorced people is evident. (see Table 5.)

RELIGION

According to the statistical data, the percentage of people adhering to the major religions is as follows -
Church of England - 26.56%; Catholic - 16.70%; Roman Catholic 12.38% ; Presbyterian - 9.35%; No Religion - 8.63%; Methodist - 6.63%.
Catholics and Roman Catholic's exceed average percentages in Springvale; Presbyterians in the Shires of Pakenham & Cranbourne; Church of England in the Shire of Cranbourne and City of Berwick; Methodist in the City of Dandenong and the Shire of Pakenham ; Non adherants in the City of Berwick and the Shire of Cranbourne.
The lowest percentage of people not adhering to any religion is in the Shire of Pakenham (see Table 6)

WORKFORCE PARTICIPATION RATES (Table 7)

The region's overall participation rate is (39.9%) lower than the Melbourne Statistical Division figures (42.4%). The City of Springvale had the highest participation rates (41.11%)
Present unemployment figure for the region is 1.95%. The highest unemployment occurs in the City of Berwick - 2.65%; The unemployed aged under 19 account for 0.82%.

BIRTH PLACE OF POPULATION (Table 8 and 8a)

The figures for ethnic origin refer to place of birth only and therfore tend to understate the significance of ethnic communities within the region. Taking the figures as they stand, people born in Australia are the most significant group. (71.22%). The second most significant group born in UK, and Ireland (12%). The remaining group of people born overseas constitute 16.78% - the largest group of which come from Italy (3.03%) followed by people from the Netherlands (2.98%) Yugoslavia (1.99%) and Germany (1.67%) Persons born in Australia predominate in the Shire of Pakenham (85.77%) Persons from UK & Ireland are concentrated in the City of Berwick (17%) from Italy, in the Cities of Springvale (3.86%) and Dandenong (3.72%) from the Netherlands in the City of Berwick (4.46%) followed by the Shire of Cranbourne (4.14%) from Yugoslavia; in the City of Springvale (3.7%)

Children from marriages of mixed origin aged 0-24 constitute 32.71% of total population. This figure throws more light on the ethnic origin and make-up of the Australian population (Table 9)
The examination of the time of residence in the region of people born overseas shows that 48.56% have lived not less than 10 years in the area and 18% not less than five years. Overseas born people living less than 5 years seem to concentrate in the Cities of Springvale and Dandenong. One is inclined to speculate that most of them are from Italy and Yugoslavia as the greatest concentration of these groups is in these cities (Table 10)

MAJOR OCCUPATIONAL CATEGORIES (Table 11)

The region has a broad spectrum of occupational categories at the 1971 census. However, it can be noted that blue collar workers are predominant, out of which 38.97% are tradesmen, skilled and process workers; 7.03% are farmers and miners, and 5.57% are transport workers. Clerical workers constitute 14% of the population. Professional and administrative 11.5%. 7.31% sales workers.

EDUCATION (Table 12 and 13)

The figures indicate that the trade and technicians qualifications rate the highest proportion among the qualifications obtained and trade for studying. 7.58% of population obtained trade qualifications and 1.69% technician qualifications and 1.20% were in the process of studying for trade qualifications. These figures correlate with occupational category figures. Out of those who have completed education 20.41% reached forms 5 or 6 at secondary level which is lower than the Melbourne Statistical Division figures of 25%.

HOUSING (Tables 14, 15, 16 - 16a)

When comparing the 1971 and 1976 figures it is evident that the region has experienced a rapid growth in housing. Since 1971 census the number of occupied dwellings has increased by 13,874 and unoccupied dwellings by 1,179. The greatest dwellings growth took place in the cities of Dandenong, Berwick and Shire of Cranbourne, Pakenham has had relatively little growth in dwellings since 1971.

The separate house (1971) is the predominant form of housing in the region. Out of total dwellings in the region 85.91% were separate houses whereas only 7.68% were self contained flats. The Shires of Pakenham and Cranbourne contain a higher percentage of separate houses, while the Cities of Dandenong and Springvale contain a significantly higher percentage of flats. Moreover 72.78% of occupied dwellings in region are privately owned, out of which 71.71% are houses.
The City of Berwick and Shire of Cranbourne contain 92.6% of State Housing Commission dwellings out of which only 7.53% are self contained flats.

HOUSEHOLD FORMATION

The figures suggest that smaller households have taken the place of the larger family units - 91.54% of private dwellings are single family households and 92.12% of the regions population is living in houses whereas only 5.2% is living in flats. (Table 17 and 18).

INFORMATION NEEDS

We have not undertaken as yet a comprehensive survey of community information needs. At this stage it was beyond this project's staff and financial resources, and time limit factor, to undertake this commitment. Hence the observations made in this paper are of a conjectural nature. These were made on the basis of the analysis of population demographic characteristics, and of other thorough research findings that could be applied

to comparable conditions in our study. Another method used includes the study of reports and statistics of four information agencies operating in the area. Finally, two types of questionnaires have been distributed, one to the above mentioned agencies, regarding (among other questions) the types of their clientele and the nature of their problems. The other aiming specifically at the information needs and resources of local authorities; officers and councillors.
It is however, realised here that any quantitative type of analysis is insufficient to learn about the community. There is a need for an informal community analysis as well, in order to acquire more specific human and dynamic knowledge of who the people are who were represented by census data. Our approach is as well to see the community, not as a mass of disconected individuals, but to attempt to learn the ways these individuals are connected through groups, organisations and agencies. The trends discerned from census data and other sources permit one to draw the following conclusions as to their implication to community needs.

1. The region is undoubtedly experiencing a rapid population growth and outer suburban development. This will mean that new residents moving into the area will need a lot of information of the kind "where about", "how to do", such as information on public transport, local services and facilities, information on gardening, sewerage and the like. Their information problem is especially acute when considering that new housing estates are lacking neighbourhood shops, which are usually the main source of this type of information. Also the residents have not lived in the area long enough to circulate the local knowledge among themselves.

2. The concentration of specific socio-economic groups in large housing estates inhibits the establishment of meaningful social structures and could be detrimental to young people under 20 in need of sensory and intellectual stimulation and to women with young children with restricted mobility. This situation might increase the need for information on social recreational and cultural activities to break through the monotony of suburban life.

3. The shortage of self-contained flats, being the result of the emphasis on building separate houses aimed at young growing families, will create problems of accommodation for people in other age groups, particularly for young persons wishing to leave home and old people, or those going through individual life crises. Information on accomodation could become indispensable.

4. Increased number of broken marriages will accelerate the need for information on counselling, legal services, financial assistance and already mentioned accommodation.

5. The high proportions of children population will require information on pre-school and recreation facilities (especially in the case of Berwick and Cranbourne local areas).

6. The multi-cultural ethnic population, depending on their time of residence in Australia and cultural background, might need a whole range of different information ranging from assisting them in the process of assimilation, and increasing their sense of belonging (news on local events, services, books and magazines in various aspects on Australian life in simple but not simplistic English as well as information supporting their own culture) to information aimed at helping them to settle in new country (basic survival type of information on accommodation, employment, financial help in their own language).

7. The dominant occupational group of the area, trade and technical might need information relating to their interests.

8. The predominance of ageing people in certain local areas (e.g. Pakenham) will indicate that information on health and welfare, transport and the like might be more required in their area than in others (which already has been observed by local people and responded to by forming closely knitted network of Care for the Aged Committees).

Another aspect to bear in mind when considering an organisation of information service is to what extent a given population will recognise and be able to articulate their information needs, and make a meaningful use of existing resources.

Warners findings of research on community information needs undertaken in Baltimore in U.S. and Jim Macbeth in Western Australia, state that the individuals, young and gregarious with the highest levels of education and

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professional qualifications and income, members of various organisations, are those who recognise and articulate their needs and make use of existing services. If we accept this, it will imply that some of the characteristics of the region's populations e.g. educational level below average, isolationist style of life, might create some barriers to them, in obtaining the vital information they need.

The above indicates that a lot should be done to make people aware of their own information needs and to facilitate the access to information.

Another category of information needs of concern to this research are those of social agencies, particularly those of local authorities.

Questionnaires investigating local authorites, information needs and resources were sent to officers and councillors of five local government areas. 90% of council officers have completed the questionnaire, whereas of councillors - only 15%. The investigation of questionnaires indicate the following findings -

1. The information mostly needed in order of priority is: Information on local government administration, State and Federal government policies, and social welfare, legal matters, town planning, sport and recreation, building and construction.
2. Journal holdings are insufficient and greatly uneven in distribution among local authorities.
3. Social workers receive the greatest number of titles (which implies that they read more journal literature than other officers)
4. The sources of information mostly used by municipal officers are peer exchange information network within the same or with other local authorities and State government channels.
5. Public library ranks rather low as an information source. From free comments of respondents it could be seen that they perceive public libraries as having mainly recreational and general educational role. They consider library service too slow to provide information needed at very 'short notice' There is a fear of the cost involved in the extension of library information service. However, some of them recognise the great advantage of a 'Municipal reference being developed by the library' and the value of this service to their work.

INFORMATION AGENCIES

The organisations providing information services in the region can be described as those whose information provision is the sole function, and those who collect and disseminate information to support their specific goals.

Information Agencies Contd...

The first group include generalists, such as libraires, and citizen aid and advice bureaux and local newspapers. The second is mission orientated and therefore more specialised and includes local authorities, Catholic Family Welfare Bureaux, various Federal and State departments and health centres etc.

There are 25 libraries in the region, two C.A.A.B.'s with a new one being established, ten local papers, 5 local authorities and about 40 specialised agencies. The libraries include 3 public libraries (3 soon to be open) 13 secondary school libraries, 2 industrial libraries and one hospital library. (See Maps 1-5)

The major library system in the region is Dandenong Valley Regional Library Service consisting of 3 branches situated in Springvale, Dandenong and Doveton; Three yet to be established in Narre Warren, Cranbourne and Pakenham. DVRLS offers a joint service with Chandler High School of Noble Park Library and with Berwick Mechanics Institute library. It has extensive collections of books in many languages, magazines, government publications and audio-visual materials. It's members constitute 35.2% of total region population. It offers a variety of services to the community, such as ethnic services, educational materials to those with low reading level, children's services, readers advisory services and reference services. Recently it has been moving swiftly into the social information field aiming through LINK project to provide daily data to the community and specialised vocational information to social welfare agencies.

Springvale and Dandenong Citizens Advice Bureaux have been operating in the region for a number of years, governed by boards of management, consisting of members of various organisations and local people. Due however to financial restraints and lack of co-ordinator, the Dandenong C.A.A.B has not kept up with Springvale C.A.A.B which is rapidly extending its staff and range of activities. Springvale C.A.A.B services include, besides information and counselling migrant host schemes to newly arrived migrant families, financial services such as emergency relief and bond and rent in advance schemes. Its target groups are migrants, especially those from South America, Turkey, Italy, and Greece. It is moving into publishing activities and broadcasting. Under the Springvale C.A.A.B roof, are operating legal services and the Home Tutor scheme in close conjunction with SCAAB. SCAAB is now run by the centre director and a combination of paid staff and volunteers.
Dandenong C.A.A.B major clientele are Australians. In contrast to SCAAB which is limiting its service to the City of Springvale, DCAAB attempts to cover information needs of the Cities of Dandenong, Berwick and the Shires of Cranbourne, Pakenham and Knox. It has purely volunteers on its staff.

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Information Agencies Contd...

Pakenham C.A.B is in process of establishment . It is to be the responsibility of the Pakenham Interim Steering Information Committee, an offshoot of Pakenham and Cockatoo District Care for Aged Committee. It is to be set up in the Pakenham Community House next to the already established Drop-In Centre. Another interesting development is the Doveton and District Information Committee aiming at organising a neighbourhood type of information centre The idea grew from a group of local welfare workers concerned with the lack of adequate information on legal matters. From information on legal problems the group moved into social welfare and the general information area. Of great interest is a portable information kit compiled by the group and distributed to Doveton community agencies.

Local papers are primarily an advertising medium, specifically local advertising in terms of content. However it also provides a vehicle for news of local organisations and the life cycle events of local residents. As such the news is highly socially orientated. The papers also provide a forum for the local issues. In order to emphasise their local content, the papers include the localities; names in their titles, so we have in the region the Dandenong Journal, Dandenong News, Springvale Journal, KooWeeRup Sun, Cranbourne Sun, West Gippslander, but also Times (most likely influence of UK settlers) and recently Community News Multilingual paper.

Local authorities, Social Security Department, Commonwealth Employment Service, Catholic Family Welfare Bureau and others provide examples of the second group of information providers.

Local authorities are inventories of some of the major information sources within the community. Records on various services such as family counselling emergency relief, etc. can be found in files of Social Security Department. whose primary function is to provide financial assistance and advice and also in the files of the Catholic Family Welfare Bureau, operating in Dandenong at St. Mary's Parish Centre. The Commonwealth Employment Service maintains a comprehensive career library in support of its specialised service, namely vocational guidance.

TOWARDS CO-OPERATION AND CO-ORDINATION

There is a clearly discernable trend in the region towards co-ordination and co-operation. The most prominent developments are;

1/ Regional Welfare Group.
2/ Westernport Libraries Co-Ordinating Group.
3/ School clusters movement.
4/ LINK Library and Information Network Project.
5/ Family and Community Service Programme.

Towards Co-operation and co-ordination contd...

The Regional Welfare Group was established in 1968 as a Welfare group to discuss common problems and initiate action to fill gaps existing in local services. One example of this was the establishment of the Community Advisory Bureau in Dandenong.

The Westernport Libraries Co-Ordinating Group was created for consultation between the Chief Librarians of public library authorities operating in the Westernport region. (DVRLS, Frankston Peninsula region and West Gippsland region).

The school clusters network developed to establish co-operation and the sharing of resources between secondary school libraries providing services in the Frankston region of the Education department.

LINK Library and Information Network is aiming to establish inter-agencies Information Networks. It is in the process of integrating individual information agencies files on local service and resources, and compiling an extensive loose leaf directory. This directory will be distributed to all contributing agencies in return for their feedback. It will be revised periodically and eventually in the future, computerised. LINK is publishing a newsletter which aims at providing an open forum for the exchange of ideas and information for people in agencies information provision.

The most recent event is the introduction of Family and Community Service Programmes. Regional Consultative Committees comprising representatives of local governments voluntary agencies, State Government, local citizens and self-groups are being established to recommend the allocation of grants and promote information services and family and community programmes.

Despite the establishments of so many new co-ordinating initiatives in the region separationist tendencies still prevail which inhibit meaningful communication between them on a large scale. Let's hope that the next step will be the co-ordination of co-ordination.

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DANDENONG VALLEY REGION

1 SIZE, POPULATION & DENSITY

Census June, 1976

& Victorian Municipal Directory 1976

LOCALITY	POPULATION	AREA SIZE sq.Km.	No. OF POPULATION PER 1sq.Km.
BERWICK	25616	119.7	214
CRANBOURNE	24968	755	33.07
DANDENONG	48441	36.3	1334.5
PAKENHAM	14932	874	17.08
SPRINGVALE	72475	97.6	742.6
TOTAL	186432	1882.6	99.02

LOCALITY	No. of population per 1Km arranged according to the size of the group
DANDENONG	1334.5
SPRINGVALE	742.6
BERWICK	214
CRANBOURNE	33.07
PAKENHAM	17.08

LOCALITY	No. of population according to the size of the group	
	No.	%
SPRINGVALE	72475	38.9
DANDENONG	48441	26.0
BERWICK	25616	13.7
CRANBOURNE	24968	13.4
PAKENHAM	14932	8.0
TOTAL	186432	100.00

2. Population Growth Grand Total

LOCALITY	POPULATION 30 June 1976		POPULATION 30 June 1971		SINCE CHANGE	AVERAGE INCREASE PER ANNUM
	No.	%	No.	%		
BERWICK	25616	13.7	20394	13.7	5222	5.12
CRANBOURNE	24968	13.4	16266	10.9	8702	10.7
DANDENONG	48441	26.0	40833	27.5	7608	3.73
PAKENHAM	14932	8.0	12716	8.6	2216	3.48
SPRINGVALE	72475	38.9	58374	39.2	14101	4.83
TOTAL	186432	100.00	148633	99.99	37799	5.09

3. AGE DISTRIBUTION OF TOTAL POPULATION; COMPARATIVE TABLE

	Census, 30 June, 1971										Census, 30 June, 1976									
	Berwick		Cranbourne		Dandenong		Pakenham		Springvale		Total		Berwick		Cranbourne		Dandenong		Pakenham		Springvale		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
0-9	4874	23.90	3748	23.04	9014	22.04	2792	21.96	14237	24.39	34665	23.32	5460	21.31	5967	23.90	9845	20.32	3143	21.04	16769	23.14	41184	22.09
10-19	4996	24.50	3068	18.87	7962	19.47	2530	19.90	9889	16.94	28445	19.14	5583	21.79	4352	17.43	9180	18.95	2809	18.81	12518	17.27	34442	18.47
20-29	2624	12.84	2396	14.73	7037	17.21	1684	13.25	11307	19.37	25048	16.85	4165	16.26	4825	19.32	9372	19.34	2312	15.48	13095	18.07	33769	18.11
30-39	2801	13.74	2037	12.52	5309	12.99	1429	11.24	8494	14.55	20070	13.50	3451	13.47	3525	14.12	6465	13.35	1949	13.05	11838	16.33	27228	14.60
40-49	2438	11.95	1906	11.72	5121	12.53	1492	11.73	6803	11.66	17760	11.95	2922	11.41	2422	9.70	5289	10.92	1564	10.47	7897	10.90	20094	10.78
50-59	1455	7.13	1342	8.25	3234	7.91	1252	9.85	4011	6.87	11294	7.60	1867	7.29	1718	6.88	4121	8.51	1363	9.13	5378	7.42	14447	7.75
60 +	1206	5.92	1769	10.87	3206	7.84	1537	12.08	3633	6.22	11351	7.64	1529	5.97	2100	8.41	4051	8.36	1732	11.60	4754	6.56	14166	7.60
Not Stated													639	2.49	59	0.24	118	0.24	60	0.40	226	0.31	1102	0.59
Total	20394	99.98	16266	100.00	40883	99.99	12716	100.00	58374	100.00	148633	100.00	25616	99.99	24968	100.00	48441	99.99	14932	99.98	72475	100.00	186432	99.99

4. AGE DISTRIBUTION OF REGION

POPULATION BORN IN AUSTRALIA AS COMPARED TO BORN OVERSEAS.

1971 CENSUS

AGE BREAKDOWN	AUSTRALIAN BORN %	OVERSEAS BORN %	TOTAL %
0 - 9	29.72	7.48	22.09
10 - 19	20.93	14.70	18.47
20 - 29	15.29	20.71	18.11
30 - 39	10.67	20.52	14.60
40 - 49	9.56	17.87	10.78
50 - 59	6.64	9.97	7.75
60 +	7.18	8.75	7.60

5. MARITAL STATUS

Cities of Berwick, Dandenong & Springvale

Comparative Table Census 1971, 1976

5.

	Berwick		Dandenong		Springvale	
	1971	1976	1971	1976	1971	1976
Now Married	42.28	43.89	46.45	46.46	49.20	48.23
Permanently Separated	1.30	1.56	1.38	2.2	1.12	1.63
Divorced	0.5	1.09	0.64	1.24	0.56	1.15
Widowed	2.7	2.54	3.63	3.57	2.72	2.76

6. RELIGION OF THE POPULATION CENSUS 1971

RELIGION	Berwick No.	%	Cranbourne No.	%	Dandenong No.	%	Pakenham No.	%	Springvale No.	%	Total No.	%
Baptist	298	1.46	173	1.06	500	1.22	78	0.61	515	0.88	1564	1.05
Brethren	37	0.18	24	0.15	34	0.08	12	0.09	68	0.12	175	0.12
Rom. Catholic	2597	12.73	1526	9.38	5373	13.14	1170	9.20	7736	13.25	18402	12.38
Catholic	2882	14.13	2322	14.28	6624	16.20	2263	17.80	10735	18.39	24826	16.70
Churches of Christ	211	1.03	115	0.71	398	0.97	104	0.82	760	1.30	1588	1.06
Churches of England	5786	28.37	4980	30.61	10531	25.76	3500	27.52	14685	25.16	39482	26.56
Congregational	20	0.10	22	0.14	41	0.10	33	0.26	76	0.13	192	0.13
Greek Orthodox	293	1.44	150	0.92	1389	3.40	62	0.49	1951	3.34	3845	2.58
Jehovahs Witness	66	0.32	39	0.24	106	0.26	43	0.34	170	0.29	424	0.29
Lutheran	228	1.12	97	0.60	392	0.96	109	0.86	777	1.33	1603	1.08
Methodist	1082	5.31	1155	7.10	3094	7.57	904	7.11	3620	6.20	9855	6.63
Presbyterian	2011	9.86	2131	13.10	3824	9.35	1877	14.76	4502	7.71	14345	9.65
Salvation Army	162	0.79	62	0.38	191	0.47	21	0.17	270	0.46	706	0.47
7th Day Adventist	45	0.22	68	0.42	127	0.31	64	0.50	220	0.38	524	0.35
Protestant (undefined)	714	3.50	599	3.68	1325	3.24	422	3.32	2137	3.66	5197	3.50
Other Christian	515	2.53	235	1.44	857	2.10	163	1.28	878	1.50	2648	1.78
Hebrew	21	0.10	11	0.07	35	0.09	10	0.08	77	0.13	154	0.10
Muslim	23	0.11	4	0.02	116	0.28	5	0.04	137	0.23	285	0.19
Other Non Christian	5	0.02	1	0.00	5	0.01	4	0.03	44	0.08	59	0.04
Indefinite	58	0.28	26	0.16	88	0.22	36	0.28	149	0.26	357	0.24
No Religion	2071	10.15	1427	8.77	3416	8.36	961	7.56	4953	8.48	12828	8.63
Not Stated	1269	6.22	1099	6.76	2417	5.91	875	6.88	3914	6.71	9574	6.44
TOTAL	20394	99.97	16266	99.99	40883	100.00	12716	100.00	58374	99.99	148633	101.02

7. USUAL MAJOR ACTIVITIES CENSUS 1971

ACTIVITY	Berwick		Cranbourne		Dandenong		Pakenham		Springvale		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Working	7727	37.89	5852	35.98	16805	41.11	4513	35.50	24433	41.85	59330	39.9
Home Duties	3591	17.60	3596	22.11	7848	19.20	2793	21.96	10885	18.65	28713	19.3
Non-school Child	2230	10.93	1910	11.74	4700	11.50	1397	10.99	7957	13.63	18194	12.2
Child at School	6179	30.30	3999	24.59	9687	23.69	3210	25.24	12969	22.22	36044	24.3
Full-time Student	178	0.87	125	0.77	523	1.28	98	0.77	566	0.97	1490	1.0
Other	489	2.39	784	4.82	1320	3.23	705	5.54	1564	2.68	4862	3.3
Total	20394	99.99	16266	100.01	40883	100.01	12716	100.00	58374	100.00	148633	100.00

8. BIRTHPLACE OF THE OVERSEAS POPULATION ARRANGED ACCORDING TO THE SIZE OF THE GROUP CENSUS 1971

BIRTHPLACE	No.	%
Australia	105861	71.22
U.K. & Ireland	17828	12.00
Italy	4507	3.03
Netherlands	4435	2.98
Yugoslavia	2962	1.99
Germany	2489	1.67
Asia	2129	1.43
Africa	1910	1.28
Greece	1420	0.96
Europe	1062	0.71
Malta	988	0.66
Poland	811	0.55
New Zealand	591	0.40
U.S.S.R.	431	0.29
Austria	424	0.29
Hungary	284	0.19
U.S.A.	152	0.10
Czechoslovakia	128	0.09
Other	101	0.06
Canada	89	0.06
Brazil, Mexico, Chile, Peru	31	0.02

8A. BIRTHPLACE OF FULL OVERSEAS BORN POPULATION CENSUS 1971

Birthplace	Berwick		Cranbourne		Dandenong		Pakenham		Springvale		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Australia	14087	69.07	13045	80.20	28113	68.76	10906	85.77	39710	68.03	105861	71.22
New Zealand	69	0.34	71	0.44	160	0.39	49	0.39	242	0.41	591	0.40
U.K. & Ireland	3490	17.11	1533	9.42	5303	12.97	859	6.76	6643	11.38	17828	12.00
Austria	75	0.37	21	0.13	93	0.23	9	0.07	226	0.39	424	0.29
Czechoslovakia	19	0.09	5	0.03	33	0.08	12	0.09	59	0.10	128	0.09
Germany	412	2.02	188	1.16	610	1.49	98	0.77	1181	2.02	2489	1.67
Greece	94	0.46	60	0.37	405	0.99	27	0.21	834	1.43	1420	0.96
Hungary	54	0.26	14	0.09	55	0.13	14	0.11	147	0.25	284	0.19
Italy	215	1.05	342	2.10	1520	3.72	179	1.41	2251	3.86	4507	3.03
Malta	168	0.82	30	0.18	152	0.37	14	0.11	624	1.07	988	0.66
Netherlands	909	4.46	674	4.14	1353	3.31	347	2.73	1152	1.97	4435	2.98
Poland	54	0.26	31	0.19	247	0.60	30	0.24	447	0.77	811	0.55
U.S.S.R.	20	0.10	27	0.17	204	0.50	5	0.04	175	0.30	431	0.29
Yugoslavia	118	0.58	51	0.31	578	1.41	54	0.42	2161	3.70	2962	1.99
Europe, other	78	0.38	58	0.36	267	0.65	65	0.51	594	1.02	1062	0.71
Asia	171	0.84	56	0.34	802	1.96	24	0.19	1076	1.84	2129	1.43
Africa	287	1.41	22	0.14	884	2.16	12	0.09	705	1.21	1910	1.28
Canada	16	0.08	14	0.09	19	0.05	4	0.03	36	0.06	89	0.06
U.S.A.	42	0.21	12	0.07	41	0.10	4	0.03	53	0.09	152	0.10
Brazil, Mexico, Peru, Argentina, Chile	1	0.00	3	0.02	12	0.03	2	0.02	13	0.02	31	0.02
Other	15	0.07	9	0.06	32	0.08	2	0.02	43	0.07	101	0.06
Total	20394	99.98	16266	100.01	40883	99.98	12716	100.01	58374	99.99	148633	99.98

9. BIRTHPLACE OF PARENTS OF AUSTRALIAN BORN PERSONS AGED 0 - 24 YEARS INCLUSIVE CENSUS 1971

Birthplace	Berwick		Cranbourne		Dandenong		Pakenham		Springvale		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Australia	5800	64.61	5097	70.42	10833	65.13	4428	76.52	15553	66.31	41911	67.29
Other	3177	26.79	2141	29.57	5799	34.87	1353	23.47	7902	33.69	20377	32.71
Total	8977	100.00	7238	99.99	16632	100.00	5786	99.99	23455	99.99	62288	100.00

10. PERIOD OF RESIDENCE OF OVERSEAS BORN POPULATION CENSUS 1971

Years	Berwick		Cranbourne		Dandenong		Pakenham		Springvale		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Less than 1	128	2.04	74	2.30	701	5.53	26	1.45	1793	9.67	2722	6.41
1	173	2.76	76	2.37	812	6.41	37	2.06	1410	7.61	2508	5.91
2	254	4.05	98	3.05	919	7.25	54	3.00	1122	6.06	2447	5.76
3	231	3.69	85	2.65	637	5.03	40	2.22	855	4.61	1848	4.35
4	259	4.13	96	2.99	595	4.70	58	3.22	846	4.56	1854	4.37
5 - 9	1348	21.52	408	12.72	2408	19.01	219	12,17	3270	17.65	7653	18.02
10 - 16	2201	35.14	891	27.79	2878	22.72	435	24.18	3967	21.41	10372	24.42
17+	1287	20.55	1291	40.26	3014	23.79	847	47.08	3812	20.57	10251	24.14
Not Stated	383	6.11	187	5.83	706	5.77	83	4.61	1452	7.84	2811	6.62
Total	6264	99.99	3206	99.96	12670	100.21	1799	99.99	18527	99.99	42466	100.00

11. OCCUPATION OF EMPLOYED PERSONS - MAJOR OCCUPATIONAL CATEGORIES - CENSUS 1971

Occupation	Berwick		Cranbourne		Dandenong		Pakenham		Springvale		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Professional & Administrative	812	10.38	715	11.57	1980	11.62	585	12.09	2871	11.61	6963	11.51
Clerical	1081	13.83	570	9.22	2702	15.86	424	8.76	4167	16.85	8944	14.75
Sales Workers	565	7.23	409	6.62	1376	8.07	302	6.24	1780	7.20	4432	7.31
Farmers & Miners	354	4.53	1630	26.37	270	1.58	1398	28.90	611	2.47	4263	7.03
Transport Workers	488	6.24	374	6.05	971	5.70	273	5.64	1273	5.14	3379	5.57
Tradesmen, Skilled & Process Workers	3294	42.12	1688	27.31	7046	41.36	1198	24.76	10393	42.02	23619	38.97
Labourers not included elsewhere	278	3.56	194	3.14	782	4.59	167	3.45	931	3.76	2352	3.89
Service Workers & Caterers	542	6.93	294	4.76	1026	6.02	215	4.44	1422	5.75	3499	5.78
Inadequate Description	407	5.21	307	4.97	881	5.17	276	5.70	1288	5.21	3159	5.21
Total	7821	100.03	6181	100.00	17034	99.97	4838	99.98	24730	100.01	60610	100.01

12. Level of Qualification Obtained and Studying Census 1971

Qualification Obtained

Level of Qualification	Berwick		Cranbourne		Dandenong		Pakenham		Springvale		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Trade	1396	6.85	964	5.92	3179	7.78	663	5.21	5068	8.68	11270	7.58
Technician	307	1.51	235	1.44	686	1.68	255	2.00	1017	1.74	2500	1.69
Non Degree Tertiary	247	1.21	252	1.54	605	1.48	230	1.81	841	1.44	2175	1.46
Batchelor Degree	84	0.41	52	0.31	170	0.42	72	0.57	211	0.36	589	0.40
Higher Degree	18	0.09	8	0.04	15	0.04	4	0.03	27	0.05	72	0.04
Not Classified by Level	238	1.17	192	1.18	522	1.28	144	1.13	851	1.46	1947	1.30
Age 0 - 14 years	7688	37.69	5465	33.59	13177	32.23	4193	32.97	19600	33.58	50123	33.72
Studying/Qualified	520	2.55	322	1.97	1206	2.95	230	1.81	1483	2.54	3761	2.53
Other	9896	48.53	8776	53.95	21323	52.16	6925	54.46	29276	50.15	76196	51.27
Total	20394	100.01	16266	99.97	40883	100.02	12716	99.99	58374	100.00	148633	99.99

13. LEVEL OF SCHOOLING COMPLETED 1971 CENSUS

Level	Berwick		Cranbourne		Dandenong		Pakenham		Springvale		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Primary only	1129	9.84	1309	13.37	2860	11.42	884	11.61	3933	10.97	1015	1.13
Secondary to form 4	2104	18.34	1623	16.57	4440	17.72	1242	16.31	6296	17.56	15705	17.48
Secondary to Form 5 & 6	2396	20.88	1766	18.04	5210	20.80	1445	18.98	7511	20.94	18328	20.41
Total who had completed education	11473		9792		25054		7614		35863		89796	

13. Level of Qualification Obtained and Studying Census 1971 (Continued)

Studying for Qualifications

Level of Qualifications	Berwick		Cranbourne		Dandenong		Pakenham		Springvale		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Trade	272	1.33	180	1.10	559	1.37	133	1.04	635	1.09	1779	1.20
Technician	87	0.43	57	0.35	288	0.70	42	0.33	409	0.70	883	0.59
Non-Degree Tertiary	97	0.48	57	0.35	267	0.65	42	0.33	445	0.76	908	0.61
Batchelor Degree	64	0.31	30	0.18	185	0.45	25	0.20	194	0.33	498	0.34
Higher Degree	7	0.03	5	0.03	18	0.04	8	0.06	31	0.05	69	0.05
Not Classified by Level	79	0.39	35	0.21	122	0.29	20	0.16	122	0.21	378	0.25
Age 0 - 14 years	7688	37.70	5465	33.59	13177	32.23	4193	32.97	19600	33.58	50123	33.72
Studying/Qualified	2204	10.81	1661	10.21	4944	12.09	1328	10.44	7662	13.12	17799	11.98
Other	9896	48.52	8776	53.95	21323	52.16	6925	54.46	29276	50.15	76196	51.26
Total	20394	100.00	16266	99.97	40883	100.02	12716	99.99	58374	100.00	148633	100.00

OCCUPIED DWELLINGS

	1976 census	1971 census	Change	Since
Berwick	7285	4946	2339	9.45
Cranbourne	6999	4458	2541	11.40
Dandenong	14181	11017	3164	5.74
Pakenham	4361	3527	834	4.73
Springvale	20526	15530	4996	6.43
Total	53352	39478	13874	7.03

UNOCCUPIED DWELLINGS

	1976 census	1971 census	Change	Since
Berwick	345	209	136	13.01
Cranbourne	829	588	241	8.19
Dandenong	1035	545	490	17.98
Pakenham	645	657	-12	
Springvale	1101	777	324	8.33
Total	3955	2776	1179	8.5

15. OCCUPIED DWELLING BY CLASS 1971 CENSUS

Dwelling	Berwick		Cranbourne		Dandenong		Pakenham		Springvale		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Separate House	4314	87.22	4170	93.54	8737	79.30	3346	94.87	13347	85.94	33914	85.91
Self-Contained Flat	265	5.36	82	1.84	1223	11.10	46	1.30	1416	9.12	3032	7.68
Other	367	7.42	206	4.62	1057	9.59	135	3.83	767	4.94	2532	6.41
Total	4946	100.00	4458	100.00	11017	99.99	3527	100.00	15530	100.00	39478	100.00

NATURE OF OCCUPANCY BY CLASS OF DWELLING

Nature of occupancy	No.	%
Owned	28652	72.78
Rented from SHC	1566	3.98
Other rented	7380	18.75
Other not stated	1768	4.50
Total	39366	100.01
Class of dwellings Private		
Private Houses	28231	71.71
Private S.C. Flats	304	0.77
Total Dwellings	39366	

16A. NATURE OF OCCUPANCY BY CLASS OF DWELLINGS Census 1971

Class of Dwelling	Berwick		Cranbourne		Dandenong		Pakenham		Springvale		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Owner												
House	3281	99.12	3186	98.64	7344	98.00	2624	99.21	11796	98.52	28231	98.53
S.C. Flat	17	0.51	20	0.62	128	1.71	7	0.26	132	1.10	304	1.06
Other	12	0.37	24	0.74	22	0.29	14	0.53	45	0.38	117	0.41
Total	3310	100.00	3230	100.00	7494	100.00	2645	100.00	11973	100.00	28652	100.00
State Authority												
House	818	87.02	31	100.00	508	99.61	9	100.00	71	93.42	1437	91.76
S.C. Flat	116	12.34	0	0	2	0.39	0	00	5	6.58	123	7.86
Other	6	0.64	0	0	0	00	0	00	0	0	6	0.38
Total	940	100.00	31	100.00	510	100.00	9	100.00	76	100.00	1566	100.00
Tenant												
House	387	73.57	749	91.90	1461	56.15	500	93.63	1597	55.01	4694	63.60
S.C. Flat	122	23.19	53	6.50	1046	40.20	28	5.24	1213	41.78	2462	33.36
Other	17	3.23	13	1.60	95	3.65	6	1.12	93	3.20	224	3.04
Total	526	99.99	815	100.00	2602	100.00	534	99.99	2903	99.99	7380	100.00
Other & Not Stated												
House	144	87.27	338	92.35	290	79.45	293	90.99	448	81.45	1513	85.58
S.C. Flat	10	6.06	9	2.46	47	12.88	11	3.42	66	12.00	143	8.09
Other	11	6.66	19	5.19	28	7.67	18	5.59	36	6.55	112	6.33
Total	165	99.99	366	100.00	365	100.00	322	100.00	550	100.00	1768	100.00

17. HOUSEHOLD CLASS 1971 CENSUS

Class Code	POPULATION										PRIVATE DWELLINGS									
	Berwick		Cranbourne		Dandenong		Pakenham		Springvale		Total		Berwick		Cranbourne		Dandenong		Pakenham		Springvale		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
1	18189	89.68	14229	89.25	35806	89.14	11256	89.30	50754	89.50	130234	89.39	4537	91.82	4077	91.78	9990	91.06	3223	91.82	14207	91.65	36034	91.54
2	965	4.76	719	4.51	2011	5.01	588	4.67	2674	4.71	6957	4.77	174	3.52	142	3.20	392	3.57	119	3.39	513	3.31	1340	3.40
3	118	0.58	140	0.88	496	1.23	122	0.97	520	0.92	1396	0.96	47	0.95	59	1.33	207	1.89	48	1.37	218	1.41	579	1.47
4	992	4.89	823	5.16	1780	4.43	622	4.93	2571	4.53	6788	4.66	181	3.66	159	3.58	370	3.37	116	3.30	536	3.46	1362	3.46
5	17	0.08	32	0.20	77	0.19	17	0.13	189	0.33	332	0.23	2	0.04	5	0.11	12	0.10	4	0.11	28	0.18	51	0.13
Total	20281	99.99	15943	100.00	40170	100.00	12605	100.00	56708	100.00	145707	100.01	4941	99.99	4442	100.00	10971	99.99	3510	99.99	15502	100.00	39366	100.00

18. POPULATION BY CLASS OF DWELLING 1971 CENSUS

Class of Dwelling	Berwick		Cranbourne		Dandenong		Pakenham		Springvale		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
House	19639	96.30	15633	96.11	36685	89.73	12402	97.53	52561	90.04	136920	92.12
S.C. Flat	539	2.64	194	1.19	3190	7.80	113	0.89	3699	6.34	7735	5.20
Other	216	1.06	439	2.70	1008	2.47	201	1.58	2114	3.62	3978	2.68
Total	20394	100.00	16266	100.00	40883	100.00	12716	100.00	58374	100.00	148633	100.00

COMMUNITY INFORMATION DATA COLLECTION

ISN'T IT A COMMUNICATION GAME ?

by Magdalena Filar-Tarlerski

When collecting any type of data, there is a need to recognise its potential user, define the contents, scope and nature of the data, identify its sources, and decide on the efficient methods of this data collection.

Our data base from the very start was designed to contain information of social relevance to both the public at large and the community workers. This policy was a reflection of the philosophy underlying this project which recognised the interactive dialogue between the providers of various services and their beneficiaries and between residents themselves as a necessary prerequisite of the social processes development. Hence the emphasis of this data content is on information increasing community awareness of its own social environment and on information for social planning. In other words this data base is to contain information on resources which include: Services, activities, facilities available to the community, skills and interests to be shared, general awareness information aiming to involve the community in a participative process of decision making. It will include as well information on community needs, local news and history, records of locally published works, information on the local government administration, state and federal government policies, social welfare and legal matters, town planning, sport, recreation, building and construction.

This type of data can be recorded by various means and contained in various forms such as book form, on cards in the various files of several agencies, and maybe not recorded at all. Another distinct feature of this data is its dynamic nature and restricted access.

The sources from where this data can be obtained include directories, community journals (see list) noticeboard materials, various media such as daily and local papers, radio and T.V., Council minutes, files of various information agencies and informal information channels.

The data's form will often influence the choice of the collection methods. The methods used in obtaining already printed data involve the checking of bibliographies, scanning community journals daily papers and the indexing of the local papers. (5)

The criteria used in extracting data from the local papers are on line with the collection data policy. Hence information of significant local interest is extracted such as information on new resources, activities, projects, proposals, regulations and the like. Data of more ephemeral nature but still of interest to the local community does not go into index but is cut and displayed on notice boards in all service points. The methods applied in order to obtain data from various organisation files and non-recorded data required extensive public relations techniques such as formal and informal meetings with holders of information agencies, publicity in local media and on noticeboards, displays, publication of a newsletter and the usage of questionnaires.

The first strategy in the collection of the second category of data was to approach the major information agencies in order to get familiarised with their service and to obtain access to their resources and from the information included in these files to learn about other regional useful data. Hence Local Authorities in the five cities have been approached. Citizen's Advice Bureaux in the cities of Springvale and Dandenong have been contacted. Special letters explaining the project and enclosing the project report have been mailed to these agencies. This movement has been followed by visiting these agencies and having talks with town clerks of the five respective local authorities, the Director of the Springvale Citizen's Aid and Advice Bureau and the Secretary of the Dandenong Advice Bureau. Special questionnaires have been distributed to the above agencies.

Apart from common information such as address, office bearers' names, availability and accessibility of the service, each of these questionnaire was investigating a different type of information. In the case of local authorities additional information was sought on information needs of council officers and councillors, their sources of information and their perception of the community information service.

In the case of the questionnaire distributed to the Citizen's Advice Bureau interest was more in the CAB clientele and their problems, the sources of information people use to find out about the service and the CAB's relationship regarding its co-operation with libraries, perception of its own role as an information agency.

The second strategy aimed at the co-ordination of the information collection and dissemination at the local and the regional levels through the establishment of the information committees. Several formal meetings have been organised to discuss the formation of the shared information basis. During these meetings we have obtained permission for duplicating some agencies information files. Due to lack of time the committees have been replaced by a Newsletter as a communication device between information agencies in the region. The first number of the LINK newsletter is now being distributed.

The third strategy was the follow-up of data obtained from local authorities, CAB's and other records. The distribution of about 1800 questionnaires to the community's groups and agencies in five local government areas has been preceded by extensive publicity in the local media and the issuing of a special edition of the D.V.R.L.S. staff newsletter "Lyrebird" with an editorial article on the front page on the LINK project. Nearly 40% of questionnaires sent have been completed and returned. The questionnaires not returnedare followed up via telephone. The information contained in the questionnaire is transcribed in a form of a uniform abstract on to the catalogue card.

When assessing the value of existing local records to our data base development, one is inclined to see them as an indispensable resource but only for further follow up. The main criticism is that they contain information that is too fragmented, insufficiently comprehensive and to a great extent out of date.

Retrospectively evaluating the policies, strategies and procedures used in the data collection during this project, I would consider the broad range of scurces used to form the base, the extensive publicity, and standard aimed at comprehensiveness and accuracy as suitable measures to undertake. However I feel that at the early stage of the project it would have been much wiser to try to obtain the information agencies co-operation by informal meetings and newsletter rather than by formal meetings. Another wrong decision made was the choice of the physical form of the questionnaire. It would be much more expedient to have it on a card form instead of on the sheet of quarto paper. It would have saved a lot of effort in the transcription of the data.

Community information .

Data collection is a dynamic and continuous process. It is like a long journey into the land of untapped resources. However where the information is a two-way process, one has to send the message first to obtain the answer feedback. Then the data accumulation almost generates its own speed growth.

This is what we are doing now – sending a message.

BIBLIOGRAPHY:

PARKER, Doreen. Methods of information storage and retrieval used in local community information and referral systems; Master of Librarianship preliminary research paper. 1977 (unpublished.)

REID, Barnett. Community information and the library in Australian library journal. v.25 (4 March, 1977) p. 30-36.

JOURNALS & NEWSPAPER TITLES OF INTEREST TO COMMUNITY INFORMATION SERVICE

Australian child and family welfare. Melbourne, Childrens's Welfare Association of Victoria.

Australian Community Education (A.C.E.) Newsletter. Melbourne.

CRB News. Kew, Vic. Country Roads Board.

Community. Canberra, A.G.P.S.

Current Affairs Bulletin. Canberra, ANSOL

Education News. Canberra. A.G.P.S.

Grassroots. Canberra. Dept. of Social Security.

Learning exchange; a community newspaper for information, sharing and learning. East Malvern

Legal service bulletin.

Clayton, Monash University.

Migrant Action

Richmond, Vic.

Monitor; a monthly newsletter for community groups.

Patient power; the journal of health action

The Rupert newsletter

Dickson A.C.T. Rupert Information Referral Service.

Society for mass media and resource technology journal.

Elizabeth, South Australia

TAFE news

Eltham. TAFE Publicity Committee.

3ZZ Access Radio newsletter

ORGANISING AND RETRIEVING THE DATA

by Magdalena Filar-Tarlerski

To be truthful, the title of this paper I would suggest should be changed to "Thinking about organising and retrieving the data". Consequently this paper will be a mixture of reporting on facts and thinking out aloud.

Our data base at present contains a rich variety of records of printed materials, and non-printed ones. It is a conglomeration of books, boxes with cards, statistical tables, photocopies, vertical files with pamphlets, questionnaires, serial materials. However some discernable logical components emerge out of this chaos of forms which can be described as follows:

1. Materials for the directory of local resources consisting of drawers of cards, and files with questionnaires.
2. Materials for the directory of resources not available locally and not included in the printed sources.
3. A set of printed directories and photocopied records of the regions information agencies.
4. Index to local papers.
5. Serials produced locally (in folders in file).
6. Explanatory materials (pamphlets in files).
7. Pathfinder materials to DVRLS collection.
8. Bibliography of works written and or published by Local Authorities Officials.

Let us discuss each of these components separately.

LINK DIRECTORY OF LOCAL RESOURCE

The data on local resources will be presented in two or maybe three forms such as a loose-leaf comprehensive directory regularly updated with amendment sheets, informational kits including names of main contacts, information on a specific topic (see sample) e.g. gardening.

About twenty copies of the loose-leaf directories will be produced (typed and photocopied with the print reduced). These will be on open access to the public in three bookmobiles

and in three library branches
and also distributed to main major information agencies in the region. Initially it will be only a draft copy. It is expected that in the future the agencies might be asked to contribute financially to the publication of this directory.

Information kits will be distributed to "key people" within informal information networks the "Meals on Wheels" supervisor, nurses, and /to places which people use frequently like milkbars, News Agencies, Infant Welfare Centres and the like. Leaflets on specific topics will be distributed from the DVRLS points, or its information printed in the local papers.

At present the material to be included in the above publications consists of records on cards arranged alphabetically under. The name of the agency, and of files containing received questionnaires and records cards are organised into three parts: record of questionnaires sent, record of questionnaires received and records of cards with already transcribed information from the questionnaires. Questionnaires in the file are divided into attending processing and already processed.

The organisation is entered on to the card under the name it identifies itself in the questionnaire.

The entry is set out in a form of a uniform abstract composed of the information from the completed questionnaire. The capital letters highlight the main features of the layout. (see sample)

The main elements of the entry consist of such information as:

Organisation or facility address and telephone number.
Names of office bearers and their phone numbers.
Meeting/office hours.
Membership eligibility.
Amount of fees.
Application procedure.
Statement of aims.
Description of services, activities, programmes.
Material holdings indication.
Description of records.

Date of annual general meeting.

Expression of needs.

Publishing activities (what is it publishing)

Verification date.

Please note that the information on the date of the annual general meeting is an updating device. The month of the meeting is coded by application of a coloured tag on the card. As the officers of various clubs change after such annual meetings are held, these tags will serve as a control to check every month whether any changes have occurred in the composition of the organisation's office bearers. Another updating device - note is contained in the questionnaires themselves such as requesting agencies to notify about any changes since the questionnaire has been completed and returned.

The information in the directory will be organised under broad subject headings arranged alphabetically. The subject categories to be used express the areas of Community needs and interests relating to survival, self-fulfillment, social adjustment and development. The idea derives directly from Abraham Maslow's theory of human needs, and indirectly from its application to the area of classification by the United Way of America Services Identification System (UWASIS). Hence our scheme will include topics such as goods, housing, employment, income, communication, envirnmental protection and beautification, health care, legal protection, family welfare, religion and spiritual, education, recreation and cultural, community development and administration. Each area will be subdivided in turn by characteristics inherent to its structure. To complement the primary arrangement, additional indexes will be provided, such as an analytical index and a geographical index.

The Analytical index will provide access to other information not indicated by the primary arrangement such as specific services, activities, target groups, problems, materials and equipment, names of organisations. This index will be arranged alphabetically.

The geographical index will list alphabetically

arranged organisations under the names of local government. This is to give an indication of the number of services and their kind in each locality.

These indexes, by providing additional access to the content allow the particular entry to appear only once in the directory which makes it more compact and concise.

The material for the vocabulary of the scheme will be obtained from two main sources; Library of Congress subject headings list and the index to the Bliss Classification on the Social Welfare Q. The first has been selected because of the broad scope of the list and natural language used for the subject headings. The second because of the great specificity of the terms used.

The factors that prompted me to think about developing our own classification and thesaurus of terms on community resources was the failure to obtain an appropriate classification and the thesaurus of terms for organising our data. There is however still some hope that two classifications, which are now in the last phase of preparation, (one by John Bailey, the other by Barry MacIntyre, both lecturers from R.M.I.T.) could be made available to us in a short period of time. This could be the best solution as there is a great need for uniformity in the indexing languages to be used in the information files.

The UWASIS classification, without modification and simplification, is too technical for the directory, that is to be used by volunteers and the public at large, although this is probably the only classification that represents as an entity the universum of human needs and human activities undertaken to satisfy these needs.

The concept of the relation of human needs to activities performed is explored in the Decimal Classification, but it is scattered throughout the scheme and it is not represented as an integrated whole as UWASIS is. For example it can be traced in 300's especially under 301.5 called institutions (formerly "Sociology of everyday activities and preoccupations") however the concept is only indicated but not developed as DC

is committed to the discipline approach.

Another option considered was Bliss Bibliographic Classification Social Welfare Q New ed. 1977. However this classification appears to be too narrow for the data contained in our files. We deal with a much broader spectrum of human needs than Bliss does in his classification which is confined only to the particular needs of "disadvantaged" members of the society and to the provision of specialised aid by society to this group.

Apart from the loose leaf form for our Resources Directory, other alternatives have been considered.

The first alternative was a card catalogue (where entries be arranged by specific subject headings, alphabetically using multiple entries reproduced by spirit duplicator. The other was a mechanical system called the Randomatic Instant Information Retrieval System.

The card catalogue system was rejected on the ground that it is not a suitable form, neither for mobile information units (which our bookmobiles are to become in the near future), where there is not enough room to handle drawers of cards, nor for the purpose of Interagencies Information Network where a large number of copies of records might be required.

Randomatic Instant Information Retrieval System as its name suggests, means automatically retrieving randomly filed cards. Its component parts are selector trays, ten button keyboards and a data code visible display unit. The retrieval is accomplished by indexing an alpha or numeric identification by pressing the appropriate keyboard buttons. Indexing causes bars to be raised in the selector trays which match code notching along the bottom edge of the card.

The advantages of this system are that it provides storage, retrieves speedily and eliminates the multiple number of entries and filing. It also has the ability to match cards by characteristics and sort by common features. The disadvantages of this device include: 1. The cost ($5000) for the set of two selectors and the keyboard. 2. The need of an operator to handle the equipment. 3. The design of special programming. In our case as we aim at a wide

accessibility of the tool, and also plan to transfer our data to a computer - this did not seem to be suitable for us. However in the case where a service is centralised in one point and the inquirer has no access to records, this system has a great application.

INDEX TO LOCAL PAPERS

The index to local papers is organised alphabetically by subject and name (dictionary arrangement). The subject authority file is developing gradually as the indexing proceeds. The natural language of the papers is preferred - it is better than the more structured language of the subject heading lists.) However the Library of Congress Subject Headings and "The Age" library indexing system are often consulted. The article is often retrieved under more than one heading usually under two e.g. subject and the name of organisation or under the personal name. This approach is used in view of the future role of this index for the local history record. The amount of information on the entry includes subject heading or the name followed by a short note about the article, the title of the journal, its date and the reference page number. The journal's dates are arranged on the card in chronological order. (see sample)

This index will be photocopied, and in future, possibly microfilmed. Index copies will be available in all DVRLS points and distributed to local council offices.

SERIAL PUBLICATIONS FILE

This file grows with the number of questionnaires being returned to us. At present this file is organised alphabetically by the name of the organisation. As mentioned before, the information about this publication will be listed on the organisation entry in the loose-leaf resources directory.

EXPLANATORY MATERIAL

They are usually pamphlets and are stored in the vertical file under broad subject headings alphabetically arranged. The arrangement of this file will be the same as the directory one. This file will not be on open access as the materials it contains will be distributed to the public as "take away handouts". It will serve as a supporting tool for the information staff.

PATHFINDER

Its function is to bridge D.V.R.L.S. collection to the LINK data base. It is to become an important tool for the staff and volunteers training.

Pathfinder's content will be divided into two parts. In the first part reference works and other works of community interest will be described. The information on resources that are not available locally will be extracted and included in the LINK Directory and outside resources which will be maintained on cards. The Second part will list subject headings and class numbers under which useful information can be found on library shelves.

BIBLIOGRAPHY OF THE LOCAL AUTHORITIES Written or printed reports.

This file is still non-existent, however the form for registering the data has been already designed. The entry description includes such elements as the name of the author, title, place, name of the authority and the date of publication, subject area, bibliographical information. It is planned to distribute these forms to Local Authorities departments.

The organisation and the retrieval of community information records call for the librarian's skills and expertise.

To explore the data information and to provide its access to the public in the area where needs often are so critical and resources so important, is a great challenge to a librarian, but the goal seems to be worth pursuing.

SAMPLE OF THE ENTRY

INDEX TO LOCAL PAPERS

FESTIVALS

Cranbourne Country and Western Music Festival (Gippsland Field Days) C.S. 8.3.78 p.1. Dandenong Youth Art Festival, D.N. 8.3.78 p.3. Potato Festival D.J. 9.3.78 p.15. Dandenong Festival of Music and Art for Youth D.J. 16.3.78 p.7. Koo-wee-rup Potato Festival results C.S. 22.3.78 ill. p.6-7.

SAMPLE OF THE ENTRY

LINK RESOURCE DIRECTORY

DANDENONG & DISTRICT HISTORICAL SOCIETY

Pres: Mr. G. Skidmore Tel: 546-7077 (A.H.)
Sec.: Mrs. Joan Hunt Tel: 791-8383 (A.H.)

MEETINGS/OFFICE HOURS: 4th Wed. of month at Dandenong Town Hall, (Society Rooms, upstairs) 8 p.m.
MEMBERSHIP: Anyone interested in local history.
FEES: $3.50 p.a. AIMS: To preserve and record history of district. ACTIVITIES: Day trips of historical interest. FACILITIES, EQUIPMENT/MATERIALS: Library, Film projector, 8 mm and 16 mm. Books, periodicals, pictures, prints, films (8mm & 16mm), Cassette/Tapes - sound. Newspaper: 'South Bourke and Mornington Journal.' 18880 - 1977. INDEX File: 1880 - 1930. RECORDS:Updated by Librarian (P/T voluntary) who keeps inventory of material. Will EXCHANGE Information. Books available for research, lent to members only.
A.G.M. 4th July. PUBLISHES: Quarterly Journal.

INFORMATION DELIVERY

by Magdalena Filar-Tarlerski.

Our concept of information delivery is well expressed in the name we have assumed LINK (Library and Information Network) To provide linkage between the community its information needs, information sources and solutions to information needs is our objective.

We see two roles for us in the delivery of community information: Firstly to establish ourselves as an information co-ordinator for a total community in the Dandenong Region area in co-operation with other agencies, secondly as a provider of direct community information service

It is felt that the first role should become a priority while the second shouldn't be abandoned.

This decision was based on two assumptions. There are already extensive information sources within the community but they are scattered and not efficiently organised and accessible. The duplication of effort, waste of money and time occurs because of lack of co-ordinated planning in the provision of information services.

Hence the first step was towards putting foundations under the planned interagencies information network by pooling the resources of major information agencies. Formation of the shared information basis where the contributors are at the same time the beneficiaries is well underway. This information is currently compiled in the form of a loose-leaf directory which will be soon distributed to all contributing agencies.

There are the following advantages of such shared basis: 1. Economy of effort time and money. 2. Comprehensiveness of the scope offering wider range of options. 3. Increased accessibility through the directory by the fact that it will be available from different points. 4. Uniformity and higher standard of indexing. 5. Provision to social planners of an inventory of resources available in the region. 6. Availability of local information which can be incorporated in a wider state information system. 7. Provision of essential material for the compilation of various topical directories that can be cheaply and widely distributed.

The co-ordination of this network is seen through the LINK newsletter and meetings. There is a need to define the lines of co-operation and come to some agreement as to how this directory is to be further developed and accessed.

The bibliography of locally issued publications would be another form of co-ordinating local resources.

As a provider of the direct community information services we want to execute this role through the employment of a variety of information delivery methods such as: the establishment of a number of information centres, andthe building of an extensive reference collection, the usage of notice boards, the provision of the current awareness service to the local authorities.

The information centres are to be soon established at various levels from neighbourhood, local to regional, with links to state and federal levels. The operation of the information delivery on these levels will supplement the personal and informal networks at the neighbourhood level with an organisational structure providing a personally approachable and localised support system. The Mobile direct information service is a device aimed at the neighbourhood level. For this purpose present bookmobiles will assume another function, namely of mobile information centres. By moving around the different shopping centres and housing estates reaching large areas sparsely populated the mobile information centres will play important role in making information more accessible to residents. This will be especially true in the case of Shire of Pakenham having most sizeable aged population in the region and the lowest number of households with installed telephones. (10.68%)

At the local level LINK information centres apart from providing the general information should create special opportunity for greater communication between local authorities and residents. They should become an ideal place for the collection of ideas, suggestions or questions that residents might wish to pass on to councils. This could be facilitated by means of centrally positioned notice-boards which would serve as an open forum for these comments. The centre will display publicity for coming events, newsletters and development plans for the area. It will possibly as well provide for learning exchange arrangements.

At the regional level there would be an extensive back-up of the informational materials including governmental and legal publications.

One of having great visibility and important information distribution and collection method in the community information system are noticeboards, placed in a central library position. They are organised thematically into such topics as current issues, calendar of events, learning exchange, employment, accomodation, services, clubs, societies. The relevent material, whether it comprises cuttings from local papers, posters or notices, is displayed under these subject areas.

The current awareness service for local authorities has been initiated by distributing sets of issues of ANSOL Community Affairs Bulletin/ to five councils. A special index page has been compiled to the contents of the bulletin. The ANSOL has been approached to continue supplying the above councils with subsequent number of this publication.

The findings from the questionnaire discussed already in the first paper will help us to identify the profiles of interests of individual officers. This will be helpful if in the future we would decide to provide SDI service to the Local Authorities Officers.

The Information & Referral service in the strict sense of the word, has not yet been established by us. We are not yet prepared to offer this service, as our records are still at the stage of compilation and not much has been done about staff training.

Another major consideration before deciding to develop it, is to solve some basic difficulties and problems such as where to establish this service, whether it should be a telephone or walk-in service, how many staff would be required and at how many points it should be established.

The nature of the Information and Referral, as an entity becomes very complex and confusing as in relation to its integration within the library information system. It exacerbates the inherent conflict between providing factual information to people and simultaneously attempting to deal with their emotional personal needs which such a service by definition seeks to alleviate. The former aspect can be successfully met by present library arrangements, whereas the latter aspects would require a specially created environment conductive to assisting people with the personal problems.

This environment would entail

1. Privacy wherein the particular problem could be discussed free from interruptions.
2. Sufficient time alloted to the problem by staff.
3. Specialised training.

One of the alternatives to avoid part of this problem would be a centralised telephone service. However, although to some extent we are already answering a number of phone enquiries, it is not the best option in the long run, as such a service is more impersonal than direct communication whith another person.

It is important to emphasise the overall philosophy underlying our community information service system. At all times we aim to create a totally intergrated information provision network-system. That is, a system in which people themselves can learn to utilise a whole variety of available resources to obtain their desired information and assistance. These resources have already been mentioned: noticeboards, total library materials, LINK records and the like.

At the moment we display a considerable amount of directory/ explanatory type of material next to the noticeboard, like the Legal resource, book which is displayed on a table and many similar ones, which we have frequently observed people using. Therefore we ultimately hope that we will assist a far greater range of people to learn to use the available resources once we have created the incentive for people to use the information environment.

I would suggest testing the feasibility of the implementation of the full Information and Referral Service by establishing it in only one service point preferrably the Dandenong library with the proviso of assigning a special area in the library next to the reference desk. At least one additional staff member should be allotted to help the reference librarian on duty to handle the demand for the extra assistance which this scheme necessarily would create.

If we succeed here, this would create the case for extending the service to other library points.

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FYFE, Jim. Information needs 1977 (City of Knox Community Health Research Project Paper) Unpublished. (LINK)

MACBETH, Jim and HITCHENS, Dave; A report on community information needs - research into information needs in Perth, Western Australia. Pre-publication draft. Murdoch School of Social Inquiry, Murdoch University, 1977 (LINK).